

# HEALTH AND HYGIENE COVID-19 RECOMMENDATIONS GUIDE FOR BEAUTY SALONS



Produced by:



Spanish Cosmetics Toiletry  
& Perfumery Association

With the support of the main entities and references in the professional aesthetics sector in Spain

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Updated guide according to the instructions published on the 3rd of May in Order SND/388/2020, which establishes the conditions for the opening of certain businesses and services to the public.

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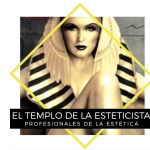
Guide prepared by:

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With the support and collaboration of:

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The preparation of any type of document based totally or partially on this reference guide must include an express mention to the source and authors of this document: "Health and Hygiene Covid-19 Recommendations Guide for Beauty Salons prepared by Stanpa - the Spanish Cosmetic, Toiletry & Perfumery Association".

# Purpose of this guide. Introduction

This Good Practice Guide aims to establish common principles of an informative nature, security measures and action protocols facing the reopening of beauty salons in Spain, ensuring the protection of both workers and clients against COVID-19. Therefore, these measures will be extended over time as necessary to guarantee health security, as long as this objective risk exists. The basic principles on which it will be based will be: maintaining proper hygiene measures, controlling access for workers and clients, as well as showing the correct use of personal protective equipment.

For this, the different instructions and recommendations published by the Ministry of Health have been considered, as well as the Order SND/388/2020 published on the 3rd of May, which establishes the conditions for the opening of certain businesses and services to the public. Likewise, other reference sources have been used as the basis for the development of this document such as the Health and Hygiene Recommendations Guide for Hair Salons prepared by STANPA and The post-crisis Reopening COVID-19 Protocol of Medical Aesthetic Clinics prepared by SEME. The content of this guide must be adapted to the health instructions that, depending on the evolution of the pandemic, are issued later.

The sector is firmly committed to the safety and hygiene of its establishments, workers and clients. The reopening of the beauty salons must comply with the sanitary guarantees, as well as with the expectations of excellence in care, well-being and the enjoyment of the service experience in the beauty salons.

**The professional care offered in beauty salons can have a very relevant role in the recovery of emotional aspects related to self-esteem, well-being and social relationships after this hard confinement, especially in people with specific problems or more pronounced needs. For this reason, the responsibility, vocation and professionalism of beauticians and experts should be available to meet the needs of the population in their different facets of care.**

This document is configured as a basic reference guide, non-exclusive to any additional measure that the beauty salons considers appropriate. The guide presented here has been prepared and agreed by the following entities:

STANPA, FANAE, ANEPE, CONEPE, ASSOCIACIÓ D'ESTETICISTES TARRACONENSE, CONSUELO SILVEIRA ESTÉTICA PROFESIONAL, EL TEMPLO DE LA ESTETICISTA, CENTROS DE ESTÉTICA CARMEN NAVARRO, CENTROS DE BELLEZA FELICIDAD CARRERA, INSTITUTO DE BELLEZA Y MEDICINA ESTÉTICA MARIBEL YÉBENES, ESTÉTICA LOSTAO, BACKSTAGE, BLAUCELDONA, THE BEAUTY CONCEPT, SALON LOOK and MODUMB.



# 1. General information measures for my employees and clients

In order to make it easier for employees and clients to be aware of the health and hygiene information measures in the beauty salons, it is recommended to use informational signage in the establishment, on its website, social networks and at the time of making telephone appointments.

## 1.1. Communication elements for staff

- Provide a dossier with all the information on COVID-19 risk and the prevention and protection measures that will be taken in the company.
- Recommend the use of individual means of transport to workers.
- Provide the necessary advice and training on health and hygiene measures in the workplace.

The relationship of the aesthetic professional with the client has always been carried out under the premise of individualized treatment and in conditions of extreme hygiene and personalization, a value that takes on special importance and is worth reinforcing at a time like today.

## 1.2. Communication elements for clients

- Request clients who are not going to attend the appointment and/or cancel it, if they have any symptoms compatible with COVID-19.
- Inform about all the prevention, disinfection and cleaning measures carried out in the beauty salons, as well as the service protocols that will be used.
- Inform about the schedule system and prior appointment, as well as the need to respect them.
- Inform that the person will be attended individually. Recommend not to go with companions.
- Inform about the services that will be carried out and those that will not be carried out in the beauty salons during the transition period (*if any*).
- Hang the sanitary instructions that must be followed at all times in visible areas of the premises, both in the client areas and in the employee areas. Likewise, inform through social networks and the web of the new established regulations.



## 2. Protection Measures

It is essential that employees are protected to protect clients and our business, being mandatory the use of individual masks, frequent hand washing and the preferential use of gloves, when the treatment permits it.

### OUR WORK TEAM

#### 2.1. Personal protection items of the beauty salons staff

- **Check the temperature** at the entrance to work with a remote infrared thermometer. If you have a fever higher than 37.5 degrees and **present symptoms of respiratory infection, cough, shortness of breath or alternation of the sense of taste or smell, you should stop working and go to the health center.**
- Ensure the **safety distances of 2 meters between people.**
- Assess the situation of particularly sensitive and at-risk employees (*age, current pathologies, etc.*) and avoid their incorporation (*or delay it*) as much as possible.
- **All professionals will wear masks,** which may be of different types depending on the activities to be carried out (*see section 3 - Working protocols*) and gloves (*latex, nitrile or vinyl*) for their individual use.
- **Work clothes must be different from that of the arrival at the job. If possible cotton.** Clothes should be washed every day at 60 degrees and in cycles of at least 30 minutes. As an alternative or as a complement to the uniforms of the beauty salons, you can use disposable plastic or cellulose gowns with long sleeves.
- It is recommended to use shoes other than street shoes, preferably washable, or to use plastic shoe covers.
- **Do not wear the uniform or work shoes in the street.**
- Have **hydroalcoholic solutions** distributed throughout different parts of the beauty salons: cabins, workstations, changing rooms, bathrooms, reception, etc.

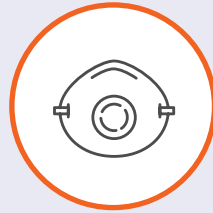


## 2.2. Protocols regarding our staff's protection elements

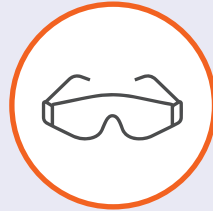
- **The use of a mask is mandatory throughout the day.** Surgical type masks are suitable for reception or apparatus treatments that do not require direct contact with the client. Mask type FFP2 or similar is recommended for proximity services, such as nail treatments or body treatments. In facial treatments, FFP2 masks without valve will be used and will be complemented with protective glasses or, alternatively, another type of mask together with a plastic face protection screen.
- **Follow the manufacturer's recommendations** regarding the **duration** and possibility of **sterilization** for the reuse of the masks depending on their type. Surgical masks are only for single use.
- It is preferably recommended **to use gloves**, especially between clients or when touching objects or tools typical of the beauty salons cabin.
- In cabin treatments and, in particular, in facial treatments, it is recommended that the client's mask be removed for the shortest possible time.



Temperature control



All professionals will use masks of different types depending on the treatment to be carried out



Protective glasses in facial treatments or face protection screen



Preferential use of gloves if the treatment allows it

- As far as possible, it is recommended to carry out the treatment with **disposable gloves** and, in any case, it is mandatory **to wash your hands intensively before and after the treatment with soap and water or to apply hydroalcoholic solutions**. It should be remembered that, according to data published by scientific societies, **the skin does not transmit COVID-19**, nor is it transmitted through tears. However, since it can be transmitted through mucosa and secretions from the mouth, the client should be instructed that any secretion, cough or sneeze that could occur should be done on a disposable handkerchief and then hand washing and application of hydroalcoholic gel should be repeated.
- **Avoid jewelry on the hands** such as bracelets, watches, rings... and wear your hair up. If the beauty salons considers it necessary, the beautician may use disposable caps.
- **The individual disposable protection material will be located in specific containers**, preferably with a lid and a pedal in the changing room area inside a bag.
- **Avoid directly touching the creams or products to be applied with your hands**. Any product must be removed from its packaging using a spatula or a swab, which will be discarded later.

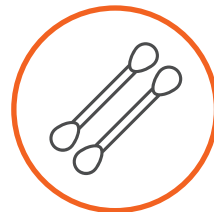
- **Transmit an atmosphere of tranquility and relaxation** in order to ensure the trust of our clients and achieve the experience of well-being, which is typical of beauty salons.

#### REMEMBER

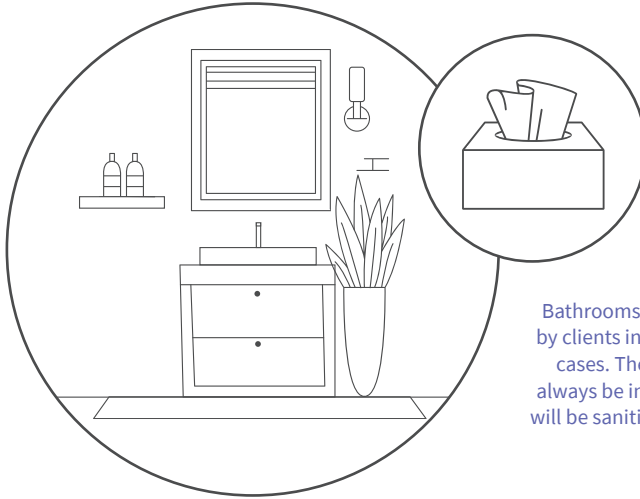
**The individual disposable protective material will be located in specific containers, preferably with a lid and pedal.**



Wear your hair up



Any product must be removed from its packaging with a spatula or swab



Bathrooms can only be used by clients in strictly necessary cases. The assistance will always be individual and they will be sanitized after each use.

### 2.3. Entry-exit protocols and use of common staff areas

- The areas of movement of each person must be clearly indicated by marks on the ground or barriers both in the entrance and exit areas as well as in the common areas of the beauty salons staff.
- Children's play areas must be closed and their access must be closed.
- Remember to maintain the minimum distance of 2 meters or, if this is not possible, use personal protective equipment or enable partition walls for spaces.
- Establish work shifts that ensure the non-agglomeration of workers and clients. Establish shifts of entry and exit of staff too.
- The number of clients to be attended should be guided by the size of the beauty salons and the conditions of the establishment, under the premise of maintaining a distance of 2 meters between people in services carried out outside the cabin.

#### REMEMBER

**The number of clients must be adjusted to the size and conditions of the beauty salons, as well as the number of existing individual cabins.**



Provide paper napkins



Rest/meal times will be established in turns



Sanitizing soaps and gels will be provided



Maintain common appliances sanitized

- **Bathrooms can only be used by clients in strictly necessary cases.** The assistance will always be individual and they will be sanitized after each use.
- Preferably, do not use textile towels, **instead provide paper napkins and sanitizing gels.**
- Attendance to the warehouse will also be individual.
- **Rest/meal times will be established in turns** and the established personal hygiene and safety standards will be complied.
- **In changing rooms and staff bathrooms, hygiene protocols will be maintained** and sanitizing soaps and gels will be provided.
- **The use of common appliances** (*coffee machines, microwaves, kettles, etc.*) **must be kept** sanitized after each use.

## CLIENTS

The prior appointment becomes the priority tool to ensure the individual attention of our clients.



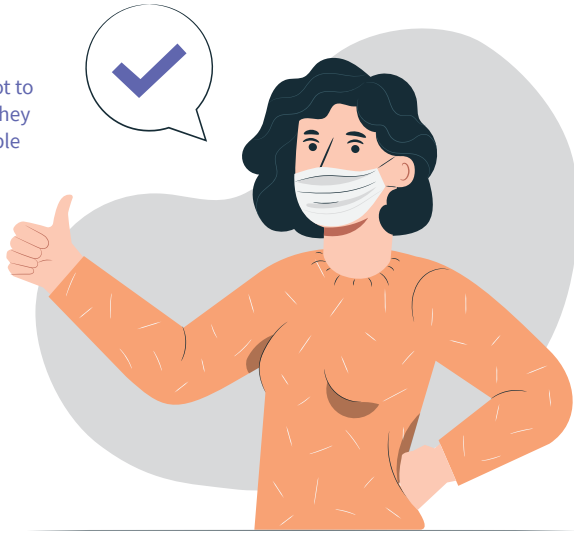
### 2.4. Personal protection items of our clients

- It is recommended that clients come with a **surgical mask** or **provide it if the client does not bring it**. Additionally, plastic gloves will be available if there are any and the client requests them.
- In those **treatments that are carried out outside the cabins, such as manicures or pedicures**, it is recommended to cover the seats with single-use paper or plastic and sanitize them after each client.
- If necessary and depending on the treatment, **each beauty salons will assess providing the client with other usual hygiene and protection elements** in order to carry out the service (*disposable gowns, shoe covers, cap, etc.*).
- **Provide an individual bag or tray at reception or in the cabin, as appropriate, in order to collect the client's belongings.** These elements may be stored and located on coat racks or wardrobes other than the usual ones for employees.

#### REMEMBER

**It is recommended that clients come with a surgical mask or provide them if he does not bring it.**

Clients will be reminded not to go to the beauty salons if they have symptoms compatible with COVID-19.



### 2.5. Protocols regarding our clients' protection elements

- When scheduling the appointment, **clients will be reminded** not to go to the beauty salons or to cancel the appointment, **if they have symptoms compatible with COVID-19**, such as fever above 37.5°, cough, respiratory distress, etc.
- **Inform that the client's contact information** and the time of his entry/exit of the beauty salons **will be documented with his consent** to be able to trace any chain of infection, in case the health authority requires it.
- **Recommend the client to come to the beauty salons with a mask or provide him with a mask at the entrance.** If he wears street gloves he should discard them at the entrance and wash his hands with hydroalcoholic solution.
- **The client will maintain the protective elements** (*masks, gown, cap, etc.*) **as long as the service allows it.** Once the service is finished, he will throw them away in specific containers placed for this purpose following the established protocols.
- Avoid, as far as possible, that the client touches or manipulates appliances, tools, furniture or objects with his hands if he is not wearing gloves.

**REMEMBER**

**Always have hydroalcoholic gel for clients distributed throughout the beauty salons.**

- In the particular case of treatments in which the client has to remove his mask, and which will be detailed later, the beautician will ask him to clean his hands with hydroalcoholic solutions or to wash them with soap and water as many times as necessary.
- Always have a hydroalcoholic gel dispenser for clients in the beauty salons cabins/entrance/exit of the establishment.
- The usual areas of contact with the client such as armchairs, treatment tables, etc., must be covered with disposable protective material made of paper, plastic or cellulose. In the case of using textile covers, remember to sanitize them after each use by washing them at more than 60/90 degrees.
- If the client has to get undress, establish a specific space so that he can leave his clothes and remember to sanitize it between clients.



The client's contact details will be documented with his consent



Recommend the client to come to the beauty salons with a mask



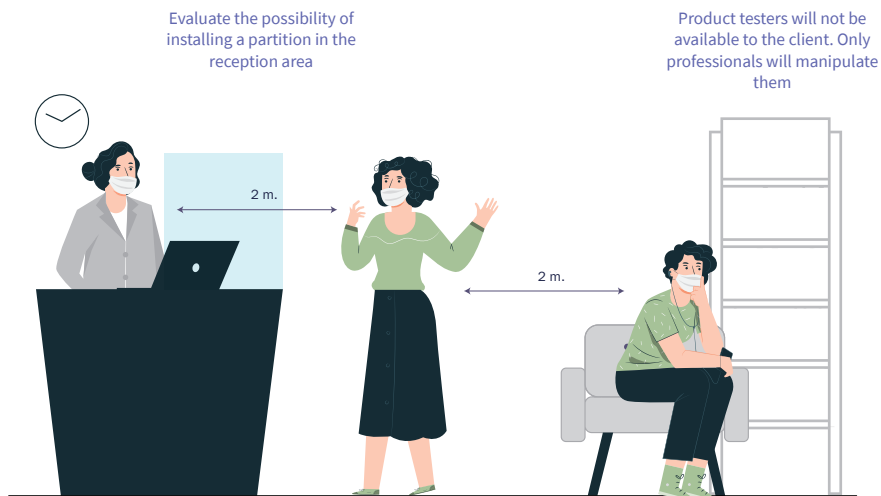
Cover the usual contact areas with disposable material or washable fabric



Enable a specific space so that the client can leave his clothes

### 3. Working protocols

The new protocols for the reception of the client and the development of the services, facial and non-facial, take on great importance for the management of our business and the tranquility of our clients.



Preferably, make phone appointments



Preferential service hours for people over 65



Postpone the appointment in case of presenting any symptoms compatible with COVID-19



Eliminate magazines and general print press



Eliminate water dispensers



### 3.1. Prior appointment and reception of clients in the beauty salons

- Preferably, make telephone appointments adjusting the time of each client-service to improve the workflow. Consider margin time to clean between clients.
- Remember individualized service: 1 cabin = 1 client = 1 esthetician.
- Preferential attention schedule for people over 65 years old, which must coincide with the time slots for walks and physical activity of this group. It is recalled that Order SND/380/2020 sets the departure time for people over 70 years old and dependent persons from 10:00 to 12:00 and from 19:00 to 20:00.
- Each beauty salons can regulate the most appropriate time slot for facial treatments, given the greater demand for cleaning, disinfection and individual protection measures for this type of service.
- Remind clients by phone that **if they have any symptoms compatible with COVID-19**, they have been recently in contact with someone suspected to have the virus or someone diagnosed as COVID-19 positive or if they are in quarantine, **they should cancel or postpone their appointment.**
- Both the worker and the client must **wear an individual mask at the reception** (*surgical type or higher*). If the client does not bring it, you should provide him with a mask.
- Avoid accumulations in the waiting area. **Maintain the minimum distance of 2 meters between people.**
- After the courtesy greetings, always maintaining the protection measures, **ask the client for his contact information and consent to collect it in a specific form.**

#### REMEMBER

**INDIVIDUALIZED SERVICE**  
**1 cabin = 1 client = 1 esthetician.**

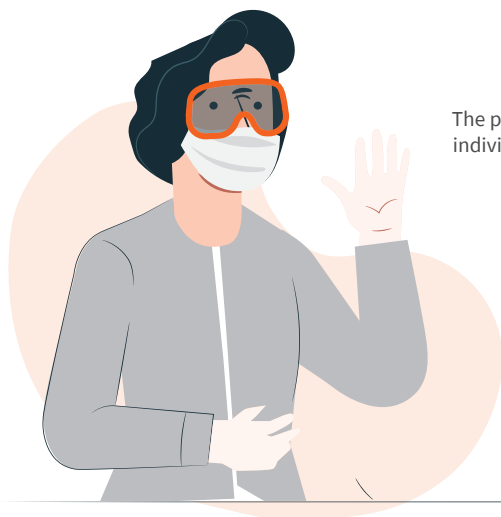
- **Eliminate magazines, commercial brochures and press** in this area, also plants or any decorative element.
- **Eliminate water dispensers** and provide, if possible, individual water bottles or single-use glasses.

- **Limit the exhibition area of products for sale**, making it only accessible to the beauty salons staff. **If product testers are available, they should be temporarily withdrawn.**
- **Protect the reception area:** keyboards, telephones, payment terminal or any other supplies. Disinfect frequently these items and do not share them.
- **Assess the possibility of installing a partition or a screen in the reception area.**
- Consider incorporating payment systems that avoid direct contact with money.

## 3.2. Service development

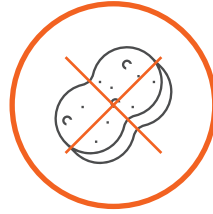
### FACIAL TREATMENTS

- **Prepare the cabin previously, sanitize the products, devices and tools that will be used or manipulated during the session.** It is advisable to use an autoclave, Pasteur oven (*dry heat*), UV or other techniques to sterilize utensils such as curling tongs, tweezers, spare parts for microdermabrasion, etc.
- **Prepare the treatment table or chair and cover it with disposable material** (*paper, cellulose or plastic*) or with washable cotton fabrics.
- **Preferably, replace the towels with disposable material.**



The professional must wear his individual protection elements

- It is recommended to discard the use of facial cleansing sponges given the difficulty of subsequent disinfection, preferably replace them with disposable material.



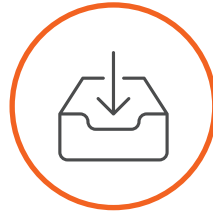
It is recommended to discard the use of facial cleansing sponges

- Eliminate all the expendable elements of the cabin to avoid that the client touches or manipulates the products that are within his reach.

- Accompany the client to the cabin.

- The professional must wear his individual protection elements:

- FFP2 masks without valve and protective glasses. Failing that, you can use other types of masks along with an additional face protection screen.
- Gloves, as long as possible, if treatment allows it.
- Disposable gown.



Provide a bag or tray for the client to store his belongings

- Provide a bag or tray for the client to store his belongings and leave it in the space provided for it (*wardrobes, chair or coat rack*).

- Inform about the hygiene measures carried out and, if appropriate, sanitize the tools that will be used during the service in front of the client.

- Enhance communication with the client giving peace of mind regarding the service and hygiene and protection measures established in the beauty salons.

#### REMEMBER

**Transmit an atmosphere of tranquility and relaxation in order to ensure the trust of our clients and achieve the experience of well-being, which is typical of beauty salons.**

- **Remember that COVID-19 is not transmitted through the skin**, but special care must be taken with the area of the eyes, nose and mouth.
- **Sanitize the gloves with hydroalcoholic solution** before and after each service.
- Once on the treatment table, **ask the client to remove the mask**.
- Before treatment, **disinfect and deeply clean the face** (*face, neck and cleavage*).
- **Avoid putting your hands in the products** (*face masks, creams, etc.*). Extract the necessary content with depressor sticks or spoons.
- Carry out the usual treatment following the manufacturer's recommendations.
- Once the service is finished, **provide the client with an hydroalcoholic solution** so that the mask can be adjusted again.
- After the client leaves the cabin, **sanitize the space and all materials following the established protocol**. The cleaning and disinfection material can be in the same cabin to avoid risks.
- **Discard items that have been in contact with the client** in the specific containers. If you have chosen to use textiles, **wash them at 60/90° for 30 minutes**.
- If the treatment requires the use of equipment that is in direct contact with the client, **the machine must be disinfected at the end of the treatment**.
- Keep the beauty salons ventilated between clients.



Discard items that have been in contact with the client in specific containers



Before treatment, disinfect and deeply clean the face

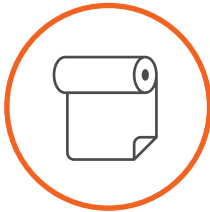


## NON-FACIAL TREATMENTS

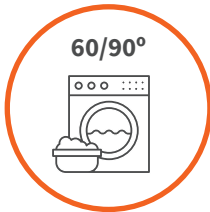
- **Prepare the cabin previously, sanitize the products, devices and tools that will be used or manipulated during the session.** It is advisable to use an autoclave, Pasteur oven (*dry heat*), UV or other techniques to sterilize utensils such as curling tongs, tweezers, spare parts for microdermabrasion, etc. Prepare the treatment table or chair and cover it with disposable material (*paper, cellulose or plastic*) or with washable cotton fabrics.
- **Preferably, replace the towels with disposable material.**
- **Eliminate all the expendable elements of the cabin** to avoid that the client touches or manipulates the products that are within his reach.
- Accompany the client to the cabin.
- **The professional must wear his individual protection elements:**
  - Surgical mask, FFP2 or similar.
  - Disposable gown.
  - Gloves, as long as possible, if the treatment allows it.
  - Optional: protective glasses or face protection screen.
- If the client has to get undress for the treatment or service, he will preferably do it in the cabin itself.
- **Provide a bag or tray for the client to store his belongings** and leave it in the space provided for it (*wardrobes, chair or coat rack*).
- **Inform about the hygiene measures carried out** and, if appropriate, sanitize the tools that will be used during the service in front of the client.

**REMEMBER**

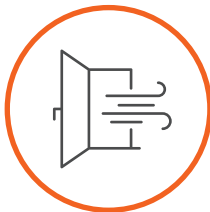
**The client must wear the mask during non-facial treatments.**



Prepare the treatment table or chair and cover it with disposable material (paper, cellulose or plastic)



If you have chosen to use textiles, wash them at 60/90° for 30 minutes



Keep the beauty salons ventilated between clients

- **Enhance communication with the client giving peace of mind** regarding the service and the hygiene and protection measures established in the beauty salons.
- **Remember that COVID-19 is not transmitted through the skin**, but special care must be taken with the area of the eyes, nose and mouth. Therefore, the client must wear the mask throughout the treatment.
- After the client leaves the cabin, **sanitize the space and all materials following the established protocol**. The cleaning and disinfection material can be in the same cabin to avoid risks. Pay special attention to the space enabled to introduce the face into the treatment table that the client may have used.
- **Discard items that have been in contact with the client** in the specific containers. If you have chosen to use textiles, **wash them at 60/90° for 30 minutes**.
- If the treatment requires the use of equipment that is in direct contact with the client, **the machine must be disinfected at the end of the treatment**. Pay special attention to the disinfection of the photoepilation device that may have come into contact with mucous membranes.
- Keep the beauty salons ventilated between clients.

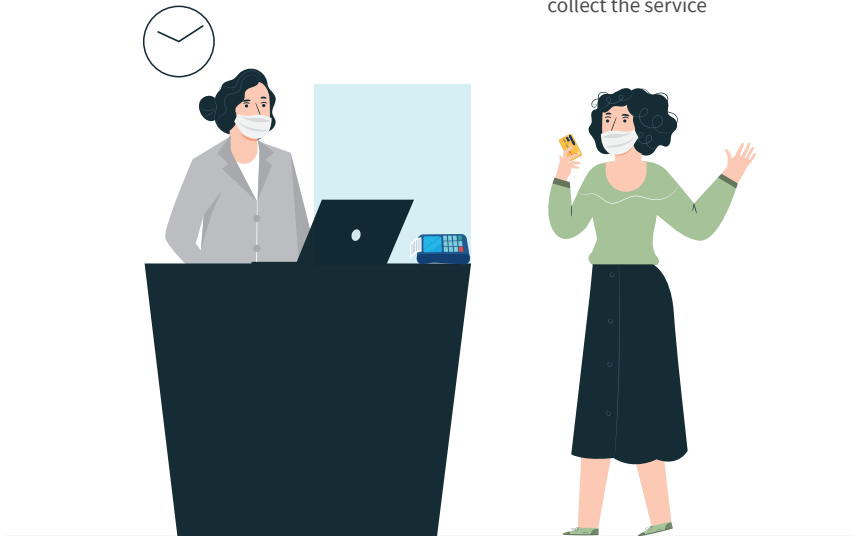
### 3.3. End of service and payment

- Respect the established time for the services, avoiding excessive or unnecessary waiting at the facilities.
- Accompany the client to the cabin.
- Collection services: **promote the use of electronic means.** If it is in cash, use a container to deposit the money and withdraw it without direct contact. Deliver the change in the same way. Sanitize the keyboard and payment terminal after each use.
- **If necessary, replace individual gloves (in case of deterioration) or sanitize them properly with hydroalcoholic solutions or wash your hands frequently.**
- **Return to the workspace and disinfect it according to protocol.**

#### REMEMBER

**Disinfect and sanitize the workspace and the cabin between clients.**

Promote the use of electronic means to collect the service



## 4. General hygiene and cleaning of beauty salons

The importance of hygiene in beauty salons.



- **Cleaning and disinfection will be carried out at least twice a day** with special attention to the most frequent contact surfaces (*knobs, handles, doors, telephones, chairs, switches, etc.*). Compulsorily, one of the cleanings will be carried out at the end of the day.
- **Likewise, the product display racks, furniture, warehouse, changing rooms, common areas, etc. must be disinfected.**
- **In the reception area**, pay special attention to cleaning: counter, work tables, screen (*if any*), keyboard, computer, cash register, payment terminal and printer.
- **In the cabin**, change and dispose of the material that has been in contact with the client in the service. Also, disinfect appliances, tools, treatment tables, chairs, coat racks, mirrors, lamps or any other surface. It is advisable to use an autoclave, Pasteur oven (*dry heat*), UV or other techniques to sterilize utensils such as curling tongs, tweezers, spare parts for microdermabrasion, etc.
- **Disinfectants will be used** as dilutions of freshly prepared bleach (1:50) or any of the disinfectants with virucidal activity that are on the market and that have been authorized and registered by the Ministry of Health. If a commercial disinfectant is used, the indications on the label will be respected.
- **Establish people responsible for general cleaning.** Provide the necessary equipment.



- Keep a **record of general cleaning hours** to monitor and have a history.
- It is recommended **to ventilate the spaces, especially the cabins**, between clients for at least 5-10 minutes. If the room does not have windows, proceed to renew the air with the available means.
- Regarding the **disinfection of footwear**, if considered appropriate, it is possible to assess preparing a carpet impregnated in a mixture of diluted bleach at the entrance of the beauty salons or dispensing plastic shoes to cover the footwear.
- It is convenient **to inform the client about the disinfection and hygiene measures** that are carried out in the beauty salons for their peace of mind and to use specific visible signage in the establishment and in the cabin.

#### REMEMBER

**The beauty salons will be cleaned and disinfected at least twice a day.**



Inform the client about disinfection and hygiene measures



Disinfectants will be used as dilutions of freshly prepared bleach (1:50)



Keep a record of general cleaning hours to monitor

## 5. Other considerations to take into account

### Plan the spaces and times with the work teams

Redistribute the space in the waiting room and in the common areas if possible, in order to ensure the distance measures recommended by the government.

Agree on the new work schedule adapted to the situation with the employees before starting the opening of the beauty salons to count on their support.

Agree on the conditions and the periods in which they will be applied.

Establish work shifts that ensure the non-agglomeration of workers and clients. Redistribute the schedules to be able to receive all clients, complying with security protocols.

### Receipt of goods and contact with suppliers

Schedule the rest of appointments in the agenda to avoid crowds and to avoid as far as possible that they cross paths each other.

Receive the products with gloves at the entrance of the establishment. Clean and disinfect the packs before placing them in warehouse or shelves for display and sale.

Keep the necessary safety distance measures and protective equipment

### On-site training at the beauty salons

Keep an agenda (time and attendance control) in relation to the visits of commercial advisers and face-to-face training sessions in the beauty salons.

As far as possible, organize such sessions outside the opening hours.

Maintain the safety distance of two meters between people and follow the protocol of individual protection elements established.

### Signage in the beauty salons

A recommended signage model is provided for the use of materials and disinfection, following the ordinances of the Ministry of Health, in order to be able to locate it in different points of the beauty salons. See Annex.

### Other services outside the cabin: manicure, pedicure, makeup, hair removal, etc.

It is at the discretion of the beauty salons the protocol to develop for other services that are usually carried out in a complementary way outside the cabin such as manicures, pedicures, makeup or hair removal.

Remember that the worker must wear a personal protection mask combined with protective glasses or a face protection screen, according to the type of service to be carried out.

Regarding the tools or special material necessary for these services, such as brushes, paintbrushes, nail files, nail sticks, etc., these must also be disinfected or discarded after each service.

If the treatment is not on the face, the client must wear the mask until its completion.



## **HEALTH AND HYGIENE COVID-19 RECOMMENDATIONS GUIDE FOR BEAUTY SALONS**

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